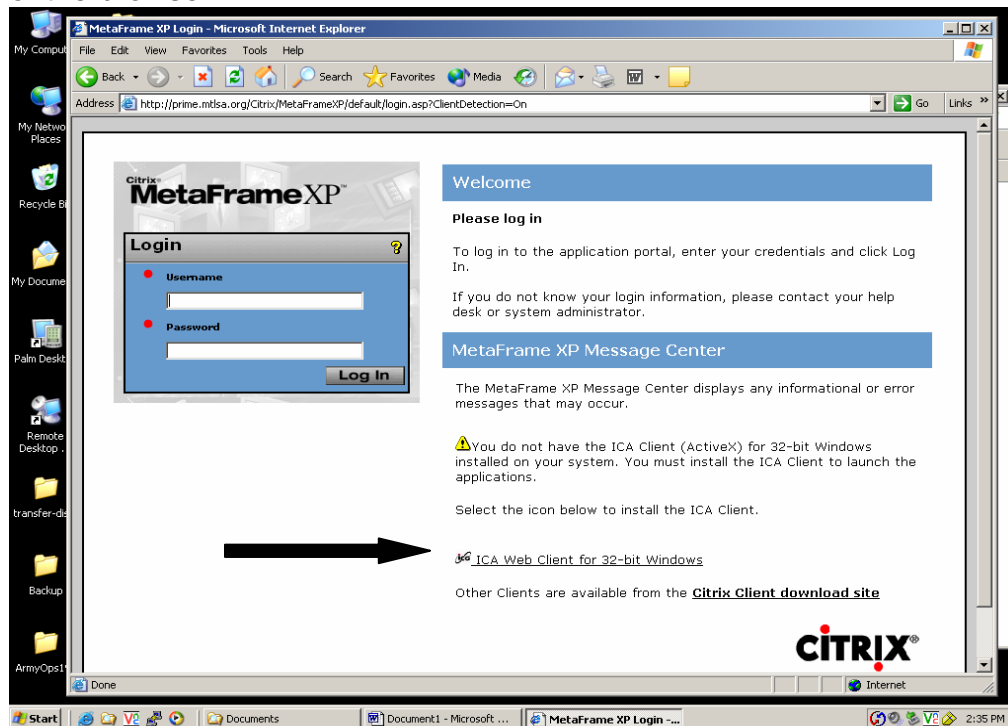


# PRIME portal HOW-TO and Troubleshooting

## First time logging on

1. Launch Internet Explorer and go to the URL <http://prime.mtlsa.org>
2. You will need to install the citrix web client.
3. Click the “ICA Web Client for 32-bit Windows” link in the bottom right side of the browser.



4. A screen will pop up asking if you want to open or save the file. Click “open” and the file will first download itself and then launch.
5. The program will say “This will install the Citrix ICA Web Client. Do you want to continue?” Click “yes”.
6. It will then display the License agreement. Click “yes” again.
7. It will then say “Setup completed successfully. You may need to restart your web browser to activate changes.” Click “OK”.
8. Close all your open web browsers.
9. Launch Internet Explorer again and open the URL <http://prime.mtlsa.org>
10. You will now be able to log in.
  - a. Your username is the first part of you MLSA email address (everything before the @)
    - i. Example: my email address is bladow@mtlsa.org so my username is bladow.
  - b. Your initial, case-sensitive password is: mlsa
11. Since this is your first time logging in, you will be prompted to change your password. Please use this guideline to create a strong password.

## Creating Strong Passwords

The single most important component of any computer security scheme is the password assigned to users' accounts. Since it is not practical for system administrators to assign and maintain passwords for everyone, users must be responsible for selecting strong passwords (i.e., difficult to guess). Failure to do so can compromise the security of an entire computer system. When selecting a password **avoid** using:

- Any type of name - This includes but is not limited to your real name or your username; anyone else's username; your spouse's, parent's, boyfriend's, girlfriend's, or pet's name; the names of any friends or coworkers; your boss's name; the names of any fantasy characters; the name of an operating system; the host name of a computer, etc.
- Your or your friend's/spouse's home or work phone number
- Any part of your or your friend's/spouse's social security number
- Anybody's birthdate
- Any word in the English or any foreign dictionary
- A place or a proper noun
- Any "word" that consists of the same letters (e.g., xxxx), or any pattern of letters that might appear on a keyboard (e.g., qwerty)
- Any of the above spelled backwards, or either beginning or ending with a single digit

Passwords that are difficult to guess include a mix of uppercase and lowercase letters, digits, punctuation symbols, and special characters (e.g., --), and are usually seven or eight characters in length. **Three suggestions for creating strong passwords are as follows:**

- Intermix the first letters of an easy to remember (short) phrase with digits, punctuation symbols, or special characters. For example, if the phrase "It was twenty years ago today" is used, then the following would be considered a strong password: lw\$ty^aT
- Combine two relatively short words with a special character, digit, or punctuation symbol. For example, the words buzz and off could be combined with the tilde character to generate the password: BuzZ~OfF
- Use letters, special characters, and punctuation symbols to represent an English (or foreign) sentence. For example, the statement, You are so lazy! can be used to generate the password: UrSoLaz!

Users should also refrain from writing down their passwords. A password that is committed to memory is more secure than one that is written down since it reduces the number of people that might have an opportunity to see it. If it is necessary to write down a password then;

- (1) do not identify what was written as a password;
- (2) do not include the corresponding username with the password;
- (3) never post the password on any part of your computer;
- (4) do not maintain an electronic version of your password; and
- (5) try to make the written version different, yet still discernible to you, from the real password by scrambling the characters or including additional nonsense characters.<sup>1</sup>

Remember: A single user with a weak password can compromise the security of an entire system and thus jeopardize the accounts of all users on the system as well as confidential client data.

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<sup>1</sup> Florida Institute of Technology - <http://www.fit.edu/>

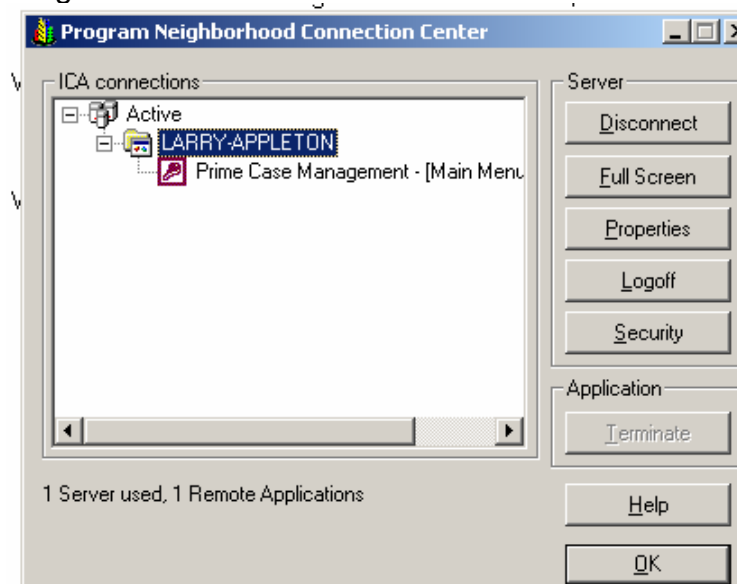
## Troubleshooting

1. Can not get past the login screen.
  - a. Check the bottom right hand of the screen, under the heading "MetaFrame XP Message Center". This is where error messages are displayed.
2. When I click the "Prime" icon it asks me if I want to save or open the file.
  - a. The Citrix ICA web client is not installed or has malfunctioned.
  - b. Log out and check the message center to see if it needs to be re-installed.
3. When I click the "Prime" icon, nothing happens.

- a. Check to see if the citrix connection icon (green, blue, and red towers) is running in your system tray (bottom right of screen by the clock).

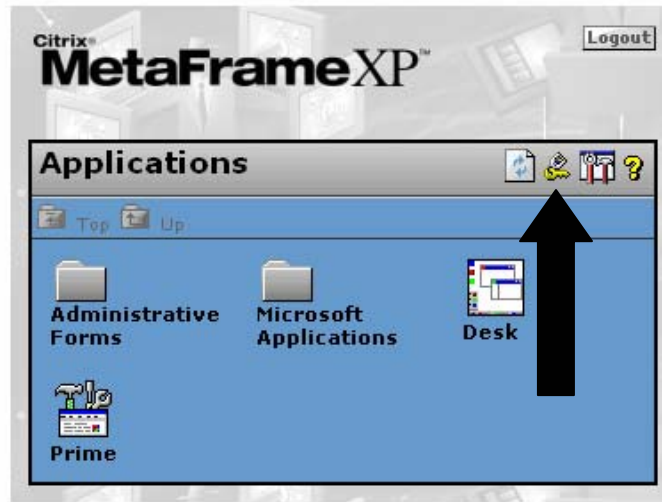


- b. Double click the icon and it will bring up the "Program Neighborhood Connection Center".



- c. Highlight the server (LARRY-APPLETON) then click "Logoff".
- d. Close all your browsers and re-login.
- e. If this does not work call your system administrator and ask them to reset your session.

4. How can I change my password?
  - a. After you log in, the main application screen appears.



- b. The change password icon is the one that looks like a key with a flag on it.
5. After using PRIME my I have been logged out of the Citrix portal.
  - a. Citrix automatically logs you out of the application portal after 15 minutes of browser inactivity.
6. I came back to my computer and PRIME was closed.
  - a. The system automatically logs you off and closes PRIME after 1 hour of idle time.